

POSITION DESCRIPTION

Support Officer

ReadyTech (ASX:RDY) exists to help communities thrive, and ReadyTechers flourish on making that change happen.

They enjoy taking on challenges that matter to our customers, communities, and the world – and working to solve them with incredible technology that helps navigate complexity, while also delivering meaningful outcomes.

ReadyTechers are enterprising, and hungry to make a difference. But, more than ever, ReadyTechers are *ready for anything*.



POSITION DESCRIPTION

Title	Support Officer	Location	
Report to		Direct report(s)	N/A

The purpose of this role

To provide ReadyTech customers with high levels of client service by answering questions, resolving support issues and nurturing client relationships.

The key accountabilities of the role

- Customer satisfaction (% of clients satisfied)
- Tickets completed
- Average first reply time
- % of sales opportunities identified

The key responsibilities of the role

- Provide friendly and efficient first level support to clients
- Prepare customised reporting and data in line with client requirements
- Provide technical support to clients on how to use ReadyTech products
- Identify products issues and communicate details, including steps to resolve
- Document interactions with clients in our CRM or support ticketing system. E.g. Zendesk
- Create, edit and review knowledge base articles



The ideal candidate will have these:

1. Skills	<ul style="list-style-type: none">• Excellent verbal and written communication skills• Strong analytical and problem-solving ability• Ability to work and communicate effectively in a team• Self-starter, takes initiative• Strong attention to detail• Customer service skills – Empathy, patience, etc.• SQL / Programming experience
2. Knowledge	<ul style="list-style-type: none">• Knowledge of the VET sector (advantageous)• Knowledge of Student management system products
3. Experience	<ul style="list-style-type: none">• Working in a customer service role